



Arnold A. Schwarzenegger– Governor
Dale E. Bonner, Secretary, Business, Transportation & Housing Agency
Jeff Davi, Real Estate Commissioner

DEPARTMENT OF REAL ESTATE
Equal Opportunity Employer
Job Opportunity

Program Technician II
Sacramento - Permanent, Full-time

The Department of Real Estate has an opening for a Program Technician II in Sacramento Exams/Licensing Support Section. The position is located at 2201 Broadway in downtown Sacramento.

Duties of the position include:

- Answer phone inquiries in regard to salesperson and broker examination qualifications.
- Provide information on the availability of exam dates, times, sites and length of time to process applications.
- Re-schedule examinations over phone and verify exam dates and results.
- Provide information concerning the status of original or 18 month conditional license.
- Create exam records using the on-line terminals.
- Analyze salesperson and broker exam applications to ensure pertinent information has been provided and proper fee has been received.
- Analyze and determine if broker qualifications requirements have been met for applicants who filed combined broker exam/license applications.
- Use educational directories to determine if transcripts submitted by applicants are for accredited institutions.
- Evaluate course transcripts to determine if educational needs are met.
- Compose and send correspondences to examinees who do not meet the qualifications.
- Perform initial review and analysis of the law violation disclosures as they relate to the Commissioners Regulation 2910 and DRE enforcement section policies to determine license eligibility.
- Sort and distribute mail and fax documents, file documents, records retention.

Required qualifications:

- Ability to follow oral and written instructions and communicate effectively.
- Integrity, initiative, dependability, good judgment and ability to work cooperatively with others.
- Ability to answer, screen and transfer incoming phone calls.
- Excellent attendance and interpersonal skills.
- Patience and tact in dealing with the public, staff members and others.
- **Must have a valid typing certificate (40 WPM). Typing tests will be provided by the Department.**

Salary Range: **\$2638 - \$3209**

Who may apply:

Current State employees at the Program Technician II level, those individuals transferable to the class, and candidates who have current list eligibility. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA or Surplus status on your application. Please indicate RPA #08-106 on line 12 of your application.**

Submit Applications to:

Department of Real Estate - Human Resources
P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0802

For information on the position contact:

Marilyn Francis, Supervising Program Technician II
Exams/Licensing Support Section
(916) 227-3850

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

Final Filing Date: April 22, 2009

Applications may be obtained from the State Personnel Board website at <http://www.spb.ca.gov>
Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 p.m. on the above final file date.

Applicants will be screened using Required/Desirable Qualifications and those most qualified will be contacted for an interview.